



# City of Eureka, California

## Class Specification

**This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.**

<b>Class Title</b>	<b>Administrative Assistant</b>
<b>Class Code Number</b>	<b>1010</b>

### General Statement of Duties

Performs a variety of clerical and administrative support duties for an assigned City department/division; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to provide clerical and administrative support in a assigned City department/division. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (Illustrative Only)

- Provides clerical and administrative support to key departmental personnel in relation to technical program requirements and prepares specialized reports as required;
- Answers department telephone calls, receives and greets visitors to the department, and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel, or answers questions from the public regarding detailed programmatic knowledge of Department(s) operations;
- Receives cash for designated items and reconciles cash drawer and issues refunds as necessary;

- Performs a variety of general clerical duties to support departmental operations, including filing, preparing payroll, monthly reports, accounts payable, reimbursement of petty cash, and ordering and maintaining office and other related supplies;
- Processes and provides information regarding contracts and insurance documents;
- Schedules and coordinates activities and operations of a City facility or facilities, including arranging for appropriate staffing and performing light maintenance;
- Provides effective professional liaison between the office of the Department/Division head and the public, the news media, and professionals from other related agencies and businesses;
- Performs data entry and word processing according to established guidelines as assigned;
- Provides technical departmental information to the public upon request;
- Transcribes or prepares letters, minutes, reports, and other related materials;
- Copies, packages, and distributes a variety of written materials as requested by other office personnel;
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested;
- Prepares correspondence, reports, lists, records, and other documents as instructed or requested by designated office personnel;
- Prepares special reports as requested;
- Provides administrative support to key departmental personnel in relation to technical program requirements and prepares specialized reports as required;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

### **Required Knowledge, Skills, and Abilities**

- Substantial knowledge of modern office procedures, practices and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Some knowledge of City personnel policies and procedures;
- Some basic knowledge of payroll policies and procedures;
- Some basic knowledge of procurement policies and procedures;
- Ability to learn the overall functions, duties, and responsibilities of the Department/Division;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving City activities or policies;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;

- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Any combination of training and/or experience which is equivalent to:

- High school graduation or equivalency supplemented by college or other courses sufficient to provide the necessary knowledge, skills, and abilities;
- One to three years clerical and/or administrative support experience.

### **Required Special Qualifications**

- May require a valid Class C California State Driver's License.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment.